

File in E-01345A-05-0816



0000028003

**ORIGINAL**

**ARIZONA CORPORATION COMMIS:  
UTILITY COMPLAINT FORM**

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

4700

Priority: Respond Within Five Days

Opinion      No. 2006 - 49231

Date: 1/11/2006

Complaint Description:      08A Rate Case Items - Opposed

First:

Last:

Complaint By:      H.L.

Mcllroy

Account Name:      H.L. & Linda S. Mcllroy

Home: (000) 000-0000

Street:      [REDACTED]

Work:

City:      [REDACTED]

CBR:

State:      AZ      Zip: [REDACTED]

is:

Utility Company:      **Arizona Public Service Company**

Division:      Electric

Contact Name:      For assignment

Contact Phone: (602) 000-0000

**Nature of Complaint:**

In reference to your letter of November 2005 explaining your rationale for raising rates, we disagree that we, the consumer, should be responsible for covering these increased energy costs and Pola Verde costs that have been there all along without proper replacement cost planning.

We, the end users have had the same energy cost increases and those of us on fixed income, certainly did not have a sympathetic source for increasing revenue. We simply had to make some hard choices and eliminate some alternative expenses. We believe it is incumbant upon you to make some hard choices and to REDUCE other expenses rather than always looking to the consumer for increasing revenue through rate increases.

While, it may be presumptuous of me to suggest it, I believe it would be a good start to eliminate all Advertising and Promotion costs since the utility industry is a regulated industry and does not have significant competition. It was disappointing that your letter explaining why increases were necessary, there was no mention of any internal expense reductions to help offset added costs.

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Opinion docketed.

\*End of Comments\*

Date Completed: 1/19/2006

Opinion No.      2006 - 49231

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